

# NIH eRA eXchange Partnership Program

## Service Provider Questionnaire

**Solution Name:** Formatta Egrants Server

**Company Name:** Formatta Corporation

*1. What is the name of the solution you developed to help grantees submit electronic applications to the NIH?*

**Formatta Egrants Server**

*2a. Is your solution a product or is it a service that can be purchased by an institution?*

**Our solution is a product, but during the pilot phase, while the software product is perfected, we are acting as a service provider.**

*2b. If a product, do you offer site licenses, concurrent user licenses, desktop licenses or other pricing mechanisms?*

**Institutional site license.**

*2c. If a service, describe your service contracts?*

**During the pilot phase we are providing our service for free.**

*3a. If your solution is a product, is it an enhancement to an existing product?*

**Yes, Formatta Egrants Server is an extension of Formatta Server.**

*3b. If yes, is it necessary to purchase the entire package?*

**No, purchasing a license for Formatta Egrants Server includes a license for Formatta Server. Special pricing of Formatta Egrants Server will be available to the Grantee community. Additional Formatta Server products are available at an additional cost.**

*4. If your e-application solution is a service, do you offer other related services? If so, describe the services and their associated costs.*

**N/A**

*5. Is your solution appropriate for small, medium, and/or large institutions? (Small=<50 applications submitted per year; medium=50–200 applications submitted per year; large=>200 applications submitted each year.)*

**The solution is appropriate for all institutions.**

*6. Does your solution require the purchase of hardware?*

**No. Specialized or dedicated hardware is not required. A basic server configuration and Internet access are sufficient.**

*7a. Do you provide customer support?*

**Yes.**

*7b. If so, when is this service available?*

**Monday through Friday 9:00 a.m.–5:00 p.m. EST.**

*7c. How many concurrent calls can you handle?*

**Ten (10).**

*7d. Describe the skills of your customer support team.*

**Formatta's technical support team provides support for form design and development; Filler and Designer installation and maintenance; Server installation, configuration, and maintenance; and integration with existing database structures.**

*7e. How do you charge for customer support?*

**Free customer support is included with the license.**

*8. What operating systems/platforms are compatible with your solution? Is there a requirement for a specific database system?*

**Formatta Egrants Server runs on Windows, Solaris, Unix and Linux platforms and is compatible with Oracle, SQL Server and MySQL databases. Formatta Filler runs on Windows 95 and higher. Mac OS X and Linux support is scheduled for Q4 04.**

*9a. Explain how the institution supplies you with grant application data and attachments. (Through downloadable forms? Through a Web interface? Through PDF files? Through system-to-system data streams?)*

**While Formatta is acting as a service provider, institutions download Formatta's electronic PHS 398 as an e-form, fill it out, add attachments, encrypt and send the information back to us, by uploading to our website or by email. Formatta Egrants Server handles the transmission to NIH.**

*9b. How many users can submit proposals concurrently?*

**Formatta Egrants Server can handle multiple users concurrently, but the exact number will vary depending on the user's server and network as well as on NIH's server and the amount of current network traffic.**

*9c. Will the institution be able to capture the data transmitted to the NIH? If so, how?*

**Yes, the institution will be able to save the completed application (forms, data, and attachments) prior to submitting it to the NIH.**

*10a. Did you take part in any of the NIH eRA CGAP pilots?*

Yes, we took part most recently in the June 1 and July 1 2004 pilots.

*10b. If so, provide contact information for at least one participating client.*

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*11. Do you offer free trials?*

Yes, Formatta Egrants Server has a free trial period. Customer support during a free trial may be limited.

*12. Provide contact information for a specific company representative who can respond to institution inquiries.*

Joseph Goyette  
Toll-free: 888-993-6767 ext. 2214  
Email: [goyette@formatta.com](mailto:goyette@formatta.com)

*13. Do you have plans for enhancing and/or expanding your product or service? What are they?*

Formatta is continuously enhancing its products. We plan on having a Mac version of Formatta Filler by the end of 2004 along with pre-fill capabilities for the PHS 398 form set. Additional form sets also will be added as the NIH expands the supported application types.

*14. Briefly describe the background of your organization.*

Formatta Corporation is a leading eforms company specializing in electronic forms automation for government agencies and the private sector. Formatta is expanding its product line to incorporate electronic grant application submission.